

## **EXCEPTION REPORT #11**

**Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause, and final status) for UNE/UNE-Loop services.**

### **Issue**

KPMG Consulting inserted faults into lines in four central offices (COs) and several dispatch-out locations serviced by those COs in New Jersey. After the faults were inserted, trouble tickets were created electronically, using the RETAS interface, or verbally, through a phone call to the Regional CLEC Maintenance Center (RCMC). After the faults were cleared by VZN-NJ, RETAS trouble histories were printed for all closed tickets, including those reported directly to the RCMC. These reports show a less than satisfactory success rate for accuracy in the various closeout codes provided by VZN-NJ.

The trouble histories are designed to provide both disposition and cause codes for POTS and DS1 type faults. (The RETAS guide for CLECs actually states that those troubles entered into RETAS using a special circuit ID format would receive final status codes instead of disposition and cause codes; however, KPMG Consulting discovered that DS1s actually did receive disposition and cause codes and took that into consideration when reviewing DS1 type circuits). Disposition codes give a description of the nature of the trouble found by VZN-NJ, while the Cause Codes provide information on the source of the trouble. UNE-Loops and certain types of special circuits receive final status codes that describe the trouble found by VZN-NJ.

In its review of the disposition, cause and final status codes for UNE/UNE-Loop troubles, KPMG Consulting found that out of the 29 codes that should have been provided, 9 were inaccurate (there are another 2 still under consideration). Assuming that the 2 in question are accurate, the accurate reporting of the codes is 69 %. Given the standard of 95% accuracy for this test, VZN-NJ failed to meet the necessary requirements to meet this evaluation criteria.

The tables below provide specific information on the failed test cases:

### **Trouble Closeout Code Accuracy: Disposition Codes**

<b>Telephone Number/Circuit ID</b>	<b>Trouble Ticket Number</b>	<b>Type of Trouble</b>	<b>VZN Provided Code</b>	<b>Comments</b>
856 857-2258	0492479	Short at MDF: No Dial Tone	0530	There was a hard physical fault on the line, not one that could be expected to come clear.
201 386-6260	0175495	Open Ring at dispatch out location	0434	This code does not accurately reflect the nature of the fault.
201 386-6296	0381304	Noise on the Line	0000	This is not a valid code.

### **Trouble Closeout Code Accuracy: Cause Codes**

<b>Telephone Number/Circuit ID</b>	<b>Trouble Ticket Number</b>	<b>Type of Trouble</b>	<b>VZN Provided Code</b>	<b>Comments</b>
732 729-8224	0354677	Line translation to another number	336	The code provided suggested that there was a physical fault in the plant and/or equipment, when the fault was really a line translation (software) change.
732 729-8229	0354429	Line translation to another number	336	The code provided suggested that there was a physical fault in the plant and/or equipment, when the fault was really a line translation (software) change.
201 386-6296	0381304	Noise on Line	0000	This is not a valid code

### Trouble Closeout Code Accuracy: Final Analysis Codes

Telephone Number/Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	Comments
UB/TXNU/199426/NJ	ND016713	Open Ring at MDF	Customer Provided Equipment	The code does not reflect the nature of the fault.
UB/TXNU/779788/NJ	ND017772	Short Circuit: No Dial Tone	Unknown Code 0530	This is incorrectly given a disposition code. The code provided translates into "Other/Came Clear" which is an inaccurate description of the trouble.
UB/TXNU/783151/NJ	ND017774	Open both sides: No Dial Tone	Unknown Code 0530	This is incorrectly given a disposition code. The code provided translates into "Other/Came Clear" which is an inaccurate description of the trouble.

### Assessment

VZN-NJ's RETAS guide for CLECs states that RETAS trouble ticket histories will provide closeout codes to CLECs which can be cross referenced to the trouble found and repaired by the technician; POTS codes would also provide a brief description of the cause of the problem.

When VZN-NJ fails to provide the CLEC with the appropriate information about the disposition or cause of troubles, the CLEC is placed at a great disadvantage. The CLEC interacts directly with the end-user and is expected to provide VZN-NJ with as much diagnostic information as possible about the trouble, including instructions for dispatch. CLEC personnel need to become familiar with the symptoms and causes of different troubles. This error rate in closeout information does not afford CLEC personnel with the opportunity to train themselves to recognize the characteristics of a particular fault in order to more accurately (and economically) dispatch VZN-NJ technicians. In addition to the delay in repair, a CLEC incurs a charge for incorrect dispatch.

Inaccurate codes also make it difficult for a CLEC to diagnose chronic/recurring or related troubles on a particular line. Accurate codes could be used to identify systemic errors or other problems that affect multiple lines and/or customers. Accurate codes enable a CLEC to more effectively fulfill its responsibilities in the trouble reporting process and are important for the economic and timely dispatch of troubles.